

DIVISION OF MAINTENANCE PLANNING NEWSLETTER

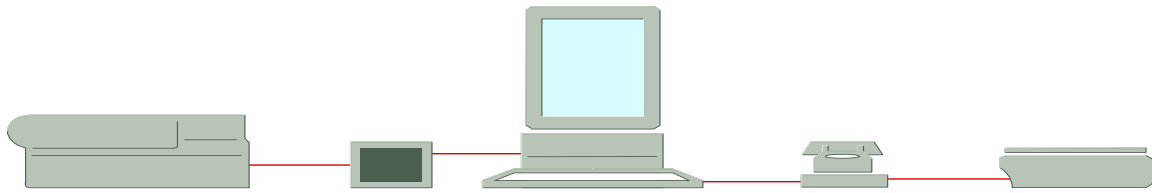


**A New Horizon
January 2005**

From

Central Maintenance

**Wishing Everyone a
Happy New Year**



UPDATE ON MMS (OMS) SYSTEM

Even though you haven't heard much about the new "OMS" lately, we are still working on it. We had to take a little detour when the department combined Maintenance and Construction to see what the two divisions had in common and how we could facilitate the change in our new system.

The new system will be referred to as the **Operations Management System (OMS)** unless something new transpires in the near future.

The area we have in common is the Trans Techs. The committee realized we needed a system that would help our field managers facilitate this new directive.

The committee concluded that budgeting, planning and scheduling, and time entry of our labor force within the same system, would help us manage our labor resources easier and more efficiently. So we added the Construction's requirements with those we have in Maintenance and we are now ready to continue with the project.

We are planning on advertising the Request for Proposal (RFP) in March, evaluate the vendor's response and make our decision by the end of this fiscal year.

In the meantime, the committee has been working on a temporary Feature Inventory so Maintenance can fully utilize MMQA+ and historical data in the budgeting process.

The new system will bring together Maintenance Management, Feature Inventory, MMQA+ and other UDOT systems in such a way that it will help us become more knowledgeable and efficient in processing our work.



UDOT EMPLOYEE GIVES A HELPING HAND TO FELLOW EMPLOYEE



On November 19, 2004, my son, 2 grandchildren and myself was driving to Las Vegas to catch a flight to Hawaii for a week's vacation

We were right in the heart of Cedar City on I-15 getting ready to exit on the 2nd off ramp to stretch our legs and change drivers when all of a sudden a deer jumped right in front of us. We hit it head on, and needless to say my new SUV (just two weeks old) was out of commission. We made it to a Shell station and had to leave my SUV there

to be towed to St. George. As I'm trying to keep my wit's about me, and trying to think of who I knew in Cedar that worked for UDOT, Gale Davis came to mind. I called Gale and he came to our rescue. It was 5:45 am and everything was still closed in Cedar City and we needed to get a rental car to drive to Las Vegas so we wouldn't miss our flight.

Gale drove us to the airport in St. George and we rented a car and was on our way. I can't thank Gale enough for his assistance. It is great to work with such nice UDOT people. Gale went way beyond the call of duty in my book. Gale Davis is the Maintenance Analyst for UDOT in Cedar City. Thank you Gale.

Leona Stone, UDOT
Central Maintenance

SAFETY TIP

Did you know you should "NEVER USE YOUR CRUISE CONTROL WHEN THE PAVEMENT IS WET OR ICY"?

If you use your cruise control under these types of conditions, and your vehicle starts to hydroplane—your tires lose contact with the pavement and your car will accelerate to a higher speed and your wheels start spinning faster as the electronic sensor is not getting a true reading. When the tires do make contact with the pavement, it can flip your car or you can lose control of the vehicle. Anyone that has had their car hydroplane knows it is difficult to keep the car under control and it can become a dangerous situation.

Many people think they are driving safely with their cruise control on, but not the case under rainy or icy conditions.

Many parents tell their teenagers to set the cruise control and drive a safe speed, but we don't tell them to use the cruise control only on **DRY** conditions. So, the next time you are driving on wet roads, think twice about using your cruise control — it may save your life.



National Maintenance Quality Assurance Peer Exchange

A Peer Exchange for all state transportation agencies was held on October 11-13, 2004 in Madison, Wisconsin. Thirty Six states and provinces were represented. All told, over 70 attendees participated. The two and a half day workshop featured sessions designed to provide as much interaction and sharing of practices as possible. Participants were led through discussion to reach high-level consensus for each session's topic on: best practices, needs, next steps, and state of the art.

Keynote speaker Carlos Braceras, UDOT Deputy Director and chair of the AASHTO Highway Subcommittee on Maintenance, noted the importance of carefully analyzing what matters most to customers and then reallocating funds to improve levels of service. "Our customers will be asking us to do more and more, and we will not be getting more resources in the future," Braceras said. "We will need to make good decisions on what we are spending our money on, and we need to make good decisions about what we are not spending our money on."

Maintenance quality assurance (MQA) programs help measure and report on the condition of highway assets, linking results to budgets and providing managers with program measurements. Highway program managers are often struggling to measure their programs in meaningful ways. "If you invest 'x' dollars, you've got to be able to prove you've got a better program," notes Jason Bittner of MRUTC. "What does measuring the tons of salt on the roadway give you? It doesn't really give you anything. It doesn't tell you about the resulting condition of the roads."



The first National Maintenance Quality Assurance Peer Exchange Conference offered participants a chance to compare best practices with others in their field.

CUSTOMER SATISFACTION SURVEY

Utah drivers' satisfaction with state highway maintenance and condition is improving, according to Rich Clarke, UDOT Engineer for Maintenance. For the third year in a row, satisfaction with Signals, Paint Markings, Ride, and Sign maintenance has increased according to a poll conducted by Bountiful-based eCallogy Corporation. eCallogy surveyed approximately 1200 drivers statewide to determine how they felt about how well we maintain our roads.

Drivers were selected at random from telephone numbers. The only qualification to respond to the survey was that you drove on Utah roads. An interesting sidelight of the survey was that when a negative rating was given the person was asked to tell us why they gave the poor rating. Several specific problems were identified this way. The information was passed on to the responsible maintenance station using the Customer Satisfaction Line (CSL). Long distances between rest areas were the chief negative complaint, even though overall satisfaction with rest area condition was higher.

"I'm satisfied we're headed in the right direction" Clarke said commenting on the survey results. The survey was completed as part of the Maintenance Management Quality Assurance (MMQA) program.